VCU Education Abroad
Faculty Leader Training
Introductions
Today’s Agenda

- Goals for today, Resources, Key Contacts
- Now until departure: Pre-departure orientation
- Upon your arrival
- Upon your return
- Insurance
- Financial logistics
- Q & A
Goals

• To address your questions and doubts
• Identify helpful resources
• Prevent and prepare for the unknown and unexpected
Important External Resources

External Resources:

- **US Department of State**: for consular info sheets, list of US embassies abroad, STEP enrollment, entry/exit requirements for US citizens, and more. Also see [Students Abroad](#) site created specifically for student audience by DoS.
- **Centers for Disease Control and Prevention**: Travelers’ Health
- **The Forum on Education Abroad**: Standards of Good Practice
- **NAFSA**: Association of International Educators
- **Diversity Abroad Network**: Member resources, country diversity climate notes, diversity advising manuals, good practice database, etc.
- **SAFETI Clearinghouse**: A-Z listing of health/safety related issues pertaining to education abroad
- **Federal Bureau of Investigation**: Advice for US College Students Abroad video and [brochure](#)
- **Association for Safe International Road Travel** (ASIRT)
Important VCU Resources

VCU Resources:

- For Faculty section of the VCU Education Abroad website
- VCU Procurement’s website with link to Chrome River
- VCU Insurance & Risk Management page with info on foreign travel (Steve Kessinger: sbkessinger@vcu.edu)
- VCU Student Health Travel Clinic (Christine Charbonneau: cpcharbo@vcu.edu)
- VCU Student Counseling Services faculty info (Sam Park: separk@vcu.edu)
- VCU Wellness Resource Center “The Well”
- VCU Office of Student Conduct & Academic Integrity
- VCU Police
Important Contacts in GEO

Executive Director

McKenna Brown  
Executive director  
Room 104  
(804) 828-9471  
mcbrown@vcu.edu

Osama Alami  
Associate director  
Room 104  
(804) 828-9471  
oalami@vcu.edu

Jessica Abernathy  
Executive assistant/HR director  
Room 104  
(804) 828-8471  
jaberndg@vcu.edu

Paul Ginder  
Fiscal manager  
Room 227  
(804) 828-3734  
paginder@vcu.edu

Education

Stephanie Tignor  
Director  
Room 122  
(804) 827-7882  
daventig@vcu.edu

Kelly Chroninger  
Advisor  
Room 122  
(804) 827-7882  
kchroning@vcu.edu

Drew Cowles  
Advisor  
Room 122  
(804) 827-7882  
cowlesdt@vcu.edu

Nasha Lewis  
Program manager  
Room 123  
(804) 827-7882  
nlewis17@vcu.edu

Sarah Young  
Coordinator  
Room 221A  
(804) 828-1328  
syoung0@vcu.edu
From Now Until Departure
What GEO is doing for you and your students:

- Enrollment in courses (and STUA course)
- Creating Blackboard
- Managing withdrawals
- Pre-departure meetings covering basics of travel, health, safety, packing, course enrollment, and more (Wed @10, Thurs@2)
- Passports and Visas, in applicable
- Making payments to vendors
- Booking airfare (or helping if it is not included)
- Collecting Financial Aid forms
- Gathering missing critical information from students
- Ordering ISIC insurance
- STEP enrollment
- Answering any other questions and concerns from faculty, parents and students
What YOU should be doing for us and for your students:

- Training! (this and Clery training!)
- Ensuring proper enrollment in courses
- Request creation of, and build out your course in Blackboard
- Notify us immediately of any withdrawals
- Pre-departure orientations (more details to come)
- Coordinating between Paul and your vendors and/or contacts overseas
- Coordinating w/Paul to book airfare; providing students with travel details (i.e. arrival date, time, place)
- Forwarding student questions about Financial Aid to us
- Encouraging disclosure of critical information from students
- Consider insurance
- Submitting Excel document to your liaison for STEP enrollment purposes (your emergency contact)
- Communicating with your students regularly
- Secure cell phone
Pre-Departure Orientations

• Hold at least 1 session
• Get to know the students (and their motivations)
• Team-building
• Set expectations (academic AND behavior...includes alcohol)
• Review the syllabus
• Country-specific info including culture, language and history
• Discuss health and safety risks (preparation and on-site)
• Details on everything: flights, arrival, itinerary, housing, meals, money, your contact info, packing lists, etc.
• Emergency plan
• Consider inviting speakers (students, nurse, counselor, etc.)
• Need space? We can help!
Upon Arrival
• First things first: check in with us immediately (and as issues occur)!
• Buddy system
• Orientation to surroundings
• Discuss risks
• Obtain their contact info, room #'s, etc. (know where they are and how to get in touch with them if needed)
Clery Reporting

YOU are a “Campus Security Authority” and are responsible for reporting any crime to VCU that occurs in any location we rent or occupy on an on-going basis.
Behavior Issues

- Setting expectations should help mitigate behavioral issues
- We’re here to help! (as is Counseling Services, Student Conduct, etc.)
- Have a plan prior to the problem (and don’t put it off)
- Ascertain the facts, determine if major or minor issue
- Consider if symptomatic of another issue (culture shock, disability, etc.)
- Maintain your composure 😊
- Document events
- Consider consequences of action (or inaction)
- 3 steps: verbal warning, written warning, dismissal
Emergency Response

• Be prepared (and organized!): have a first aid kit, passport copies, health, prescription and emergency contact for each student, important phone numbers, handbook, contact for US embassy, your cell phone, etc.

• Develop a 3-phase plan

• Consider creating an emergency card for each participant
Emergencies

- ANY hospitalization
- Missing student
- Arrest of student
- Crime against student
- Rape or sexual assault
- Severe food poisoning or allergic reaction
- Disease outbreak amongst students
- Anything of a psychiatric nature
- Any incident involving injuries
- Natural disasters
- Terrorist attacks
- Civil Unrest, Political emergency, Outbreak of war, etc.
Crisis Response Steps

1. Seek appropriate care for student and alert VCU as soon as possible (24/7 contact TBD)
2. Coordinate with local authorities or embassy as necessary
3. Keep written log
4. Don’t make any public statements
Emergency Response Guidelines

• Please call, don’t email. (434-996-2816)
• When in doubt, report it.
• Train students on what to do if something happens to you, and have a back-up faculty or on-site contact available
• Encourage students to communicate to parents, or create Facebook group
Title IX

http://www.titleix.saf.vcu.edu
What is Title IX?

A gender equity statute

20 USCA Sec. 1681(a)

Provides that:

*no person in the U.S. shall,*

*on the basis of sex,*

*be excluded from participation in,*

*be denied the benefits of,*

*or be subjected to discrimination*

*under any education program receiving Federal financial assistance*

Once a school knows, or reasonably should know, of possible sexual violence, it must take immediate and appropriate action to investigate or otherwise determine what occurred.
What is covered by Sexual Harassment/Discrimination?

• Harassment is a form of discrimination

• Conduct of a sexual nature that is unwelcome [conduct can be verbal]

• Denies or limits access to an educational benefit

• Sexual harassment, which includes sexual violence, is a prohibited form of sex discrimination under title IX; sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature.

• Can be quid pro quo

• Can be hostile environment [ex: pics, postings may create a hostile environment] ASK: is it sufficiently serious to deny or limit an educational benefit
What to do if a student confides in you

Different people on campus have different reporting responsibilities and different abilities to maintain confidentiality. If a student comes to you, inform them of your duties and the level of privacy you can maintain. Tell the student, "All confidentiality has limits. If there is a danger to you or someone else, or if there is a serious threat to the community, I would have to get someone with more authority to help." Know the university resources so you can help students make informed choices about who can best assist them.

1. Ensure the student's safety.
2. Encourage the student to report to VCU Police.
3. Provide the student with resources.
4. Report the incident to the Title IX Coordinator.
Confidential Support Services

- **Tammi Slovinsky**, Sexual Assault and Domestic Violence Services Coordinator at (804) 828-2085
- **University Counseling Services**, at Monroe Park (804) 828-6200, at MCV (804) 828-3964
- **University Student Health** at Monroe Park (804) 828-8828, at MCV (804) 828-9220

*Confidential resources adhere to professional, legal, and ethical guidelines established by professional organizations and state law. Legal and ethical exceptions to confidentiality may include: when there is a clear and present danger of harm to you or others; when there is knowledge or suspicion of abuse or neglect of children or elderly persons; when a court subpoenas clinical records; or as otherwise required by law.*
Title IX – Names and Contact

Title IX Coordinators

Student-Only Involvement

- Dr. Reuban Rodriguez  
  Deputy Title IX Coordinator for Student Affairs  
  (804) 366-1643  
  rbrodriguez@vcu.edu

Employee-Employee and Employee-Student Involvement

- Laura Walsh Rugless  
  VCU, Title IX Coordinator  
  lrugless@vcu.edu  
  Office: (804) 828-6404  
  McAdams House, Rm 202  
  914 W. Franklin St.
Emergency Case Studies
A student on your program in a malaria risk zone has been hospitalized with signs of malaria. The doctors tell you his case is extremely serious.

What do you do, and what could you have done to prevent this?
A female student tells you on the last day of the program that she was sexually assaulted several nights before by a male student on the program.

What do you do, and what could you have done to prevent this?
A student on your program in Italy is pick-pocketed and had her passport and wallet stolen from her backpack while in the Uffizi.

What do you do, and what could you have done to prevent this?
One of the students on your program based in Madrid has been arrested by Spanish police after allegedly assaulting a bouncer outside a nightclub in Barcelona during a free weekend.

What do you do, and what could you have done to help prevent this situation from happening?
You grow concerned as you notice that one of your students has isolated herself from the others in the group and you suspect she may be cutting herself as a way to cope with a pre-existing anxiety disorder.

*What do you do, and what could you have done to help prevent this situation from happening?*
On your program based in Tokyo, a student has informed you that her roommate’s boyfriend who is not a participant on the program has arrived in town and has been staying in the apartment they share. The student tells you that her roommate is planning to demand that her boyfriend participate with the VCU group in this weekend’s upcoming excursion to Mount Fuji.

*What do you do?*

*...and what could you have done to help prevent this situation from happening?*
Upon Your Return
• Evaluation and assessment
• Communicate outcomes
• Photo contest
• Communicate your stories, educate others about your experiences
• Begin planning for 2016
• Engage returned students and RECRUIT!
Insurance
AIG Travel Assist

- **Covered services** (includes students and dependents):

  1. **Travel Medical Assistance**: physician referrals, coordination of medical evacuations, emergency prescription replacement, medical case management, medical payment arrangements

  2. **Worldwide Travel Assistance**: lost/stolen baggage assistance, lost passport/travel documents, ATM locator, roadside assistance, emergency telephone interpretation, legal referrals/bail bond

  3. **VIP Concierge Services**: restaurant referrals and reservations, event ticketing, ground transportation coordination, etc.

  4. **Security Assistance Services**: security evacuation assistance with immediate on-the-ground physical response, 24-hour response services to assist employees and families during incident, security and safety advisories, global risk analysis

  5. **Identity Theft Assistance**

  6. **Note**: *Travel Assist* services specifically exclude the cost of medical care. VCU travelers are responsible for their personal health care coverage.
AIG Travel Assist

Employees, students, and other authorized travelers of VCU and the VCU Health System who are traveling abroad on an authorized trip should bring with them a Travel Assist brochure which outlines the Travel Assist services, or the Travel Assist ID Card. Both include the following contact information:

Toll Free (within the U.S.): 1-877-244-6871
Collect/Reverse Charge (outside the U.S.): +1-715-346-0859
Email: travelassist@aigbenefits.com
AIG Travel Assist ID Card

Call 1-877-244-6871
Foreign Travel Resource Website

- Country specific travel alerts on emerging situations
- Information on how to stay healthy and safe when traveling abroad

To register: www.aigbenefits.com/travelassist

- Click sign in in the upper right corner and then click on register here from the sign-in page. Enter the email address where you will want to receive travel alert emails and policy number 9146660.

- The following user guides will assist you in navigating the website and taking full advantage of the information available:
  - Travel Assist Website User Guide
  - Travel Health User Guide
  - Travel Security Awareness Training User Guide
Health Insurance

- Familiarize yourself with your personal health insurance coverage
- Your provider can assist you with:
  - Coverage questions specific to the country to which you’re traveling
  - Assistance locating in-network physicians

*If you are covered with Anthem, go to BCBS.com and look for “Find a Doctor or Hospital” and then “Locate Doctors Worldwide”*
Other Insurance through VCU/VA

- General liability
- Automobile liability
- Kidnap & Ransom
Student Insurance

- AIG Travel Assist (same for faculty)
- ISIC Premium
- VCU/VA coverage
- Personal coverage
Financial Logistics
Contracts

Contact:
Jessica Abernathy, GEO HR Director
jereid@vcu.edu  804-828-8471
Travel Authorization (Pre-Approval)

• **VCU Chrome River system**
• Must select Paul Ginder as your delegate
• Program must be closed
• Contact Paul for pre-approval in Chrome River based on:
  • final enrollment numbers
  • existing budget
  • Should include all trip-related expenses (i.e. faculty per diem, tips, excursions, reg fees, miscellaneous (e.g. honoraria), travel advance (if applicable), foreign tuition to be paid, etc.)
Wire Transfers

All invoices requiring pre-payment should include the following wire transfer information:

• Vendor name
• Vendor address
• Vendor account number
• Beneficiary (Bank) Name
• Beneficiary (Bank) Address
• Beneficiary (Bank) SWIFT/CHIPS or routing number
• IBAN Number (if applicable)
Airfare

Airfare (and Amtrak train tickets) MUST be purchased through Christopherson, the university’s travel agent.

If not, you will not be reimbursed!
Travel Advances

(If necessary...)

• Advances are not issued per trip, but are more like a bank
• Payback within the 45 day timeframe from the last date of the trip
• If money is owed back to VCU, the check will need to be submitted to us via mail or dropped off
• Advances distributed a maximum of 10 days prior to the first travel date and not before
Receipts/Documentation

- Make sure you obtain and can provide absolute proof of payment for EVERY financial transaction.
- Group meal receipts MUST itemized showing what was ordered (so we know you’re not getting alcohol...chicken vs beef not as important, but could say “7 dinner entrees,” for example)
- ALL lodging receipts (hotel or apartment) must show dates of stay, amount charged each night, person(s) using the room, location, reason for the stay, method of payment and zero balance due or be accompanied by a CC statement that proves payment.
- Pay for group entrance tickets in one lump sum and submit receipt marked PAID or showing a zero balance. If impossible, submit entrance ticket for each participant.
Receipts/Documentation

• If payment was made with US dollars, mark USD beside the amount paid.
• Be sure currency paid and the amount is clear on receipt
• Translate receipt into English
• Take a small receipt book to use with vendors without receipts. Be sure date, vendor names, items purchased, dollar amount, and method of payment are shown. If possible, get a store stamp on your receipt or a signature of a rep of the vendor.
• If renting a vehicle outside the US, only limited damage waiver-LDW and collision damage waiver-CDW are reimbursable insurance expenses (i.e. trip cancellation, personal, health or life insurance is not reimbursable).
Receipts/Documentation

• If you use a credit card, you may submit a statement along with the actual receipt, especially if the receipt is not detailed enough for Accounts Payable. This is also helpful if the amount paid differs from the online conversion rate for the date of purchase, as most credit card companies assess a small fee for international purchases.
• Credit card statements should also be provided when applicable to indicate the amount paid in US dollars.
• ALL RECEIPTS MUST BE TRANSLATED AND CLEARLY MARKED TO REFLECT THE TRANSACTION IN ORDER TO MEET THE STATE/UNIVERSITY REQUIREMENTS.
Receipt Retention

• If you are missing a receipt that is worth more than $25 USD, you have 2 options:
  • Reduce the expense to $25 if it is public transportation or classified as a miscellaneous expense
  • Provide a detailed memo signed by the Office of the VP approving the missing receipt. The entire expense will need to be charged to local funds (4 or 6 ledger)
Receipt Submission

• Submit all receipts within 2 WEEKS of return
• All required itemized receipts should be retained for reimbursement. In Chrome River, your receipts will be scanned and uploaded.
• Mobile app
• Original receipts highly recommended (photocopies may be acceptable too, if necessary)
Travel Advance Payback

• If your reimbursement does not cover the advance amount, you will need to write a check payable to VCU for the excess and note “TRVADV payback” on the memo line
• This check will accompany your reimbursement to VCU Accounts Payable
Questions?